

<p style="text-align: center;">No Wrong Door Resource Team 8/28/2007 Sub-Committee 11:00-2:00 Joint Team Meeting 2:00-4:00</p>

Welcome and Introductions – Debbie Burcham

- Addressed the importance of the Resource Team and the necessary commitment of all involved parties.
- Requested representatives on the Resource Team to please take the information back and share it within the represented agency.
- Called for ideas or recommendations concerning others who should be included on sub-committees.
- Highlighted that while there is much work to be accomplished, we continue to move forward and make significant progress for No Wrong Door throughout the Commonwealth.

Overview of 2-1-1 Subcommittee

- In creating protocol, ensure that 2-1-1 searches the NWD database for organizations/providers within the caller's provider area.
- In creating protocol, ensure that every locality has an identified and listed Area Agency on Aging (AAA), Center for Independent Living (CIL), Community Services Board (CSB), and Department of Social Service (DSS).
- In creating protocol, establish practices around checking both the 2-1-1 and SeniorNavigator databases when seeking information to provide to a caller.
- The committee made recommendations to seek to develop a policy on how to share databases between 2-1-1 Virginia and SeniorNavigator.
- The final recommendation was to address the online help function as a "phase-in" approach. The first step would be to look at an email option: having the individual who is accessing the portal on-line to email a question and then a 2-1-1 representative would respond to the question via email. Policies would be established surrounding the specified time period in which a question must be answered.

Overview of Privacy/Confidentiality Subcommittee

- Addressed that privacy and confidentiality is not a technical question, but rather a question that deals with business process. The subcommittee is seeking to create a solution that addresses the business process.
- The action plan to address the individual business processes of the current and future No Wrong Door partners begins with the Uniform Authorization Form.

- The form exists today but the subcommittee recommends that it be revisited and adapted to ensure that all potential provider entities are covered under the form. The action plan consists of:
 - The OAG looking into the potential inclusion of Substance Abuse information within the Uniform Authorization
 - The OAG adding Centers for Independent Living as a specified agency in which information can be shared
 - Adding language to explain that the Universal Authorization must be re-authorized annually. In order to maintain continuity of practice among all agencies within No Wrong Door, the Uniform Authorization must have static protocols.
 - The Virginia Department for the Aging NWD Project Manager, Jim Montgomery and Allyson Tysinger from the OAG will work together in creating the initial NWD policy, outlining protocols and procedures around privacy and confidentiality processes among No Wrong Door partners. This draft will be forwarded to the subcommittee for review and comment, that draft will be submitted to the NWD Resource Team for comment. The final draft will then be given as recommendation to the OSHHR.

Overview of Portal Subcommittee

- The portal subcommittee had four initial components to address:
 - Identify required and desirable functionality for the No Wrong Door portal
 - Talk about the web content available for the aging and disability communities
 - Determine questions for preliminary determination for Medicaid and;
 - Discuss the Aged, Blind, and Disabled (ABD) Medicaid Application
- DMAS, DSS and VDA are already working in collaboration and have developed the automated Medicaid Application. This application was provided to local departments of social services for review and comment and it was well received by these departments. The PDF version of this application should be available in October. Until the NWD portal is built, this application will be able to be accessed off of the DSS website.
- Making the automated application function as an electronic document is part of the bigger picture. The partners have worked together to determine the desired functionality for when the application will be created.
- The VDSS has already created questions to determine preliminary or potential eligibility for Medicaid; we will incorporate this existing language into the No Wrong Door portal.

- The subcommittee reported on the potential components to be included in the No Wrong Door portal.
 - Tutorial
 - Direct Subject Search
 - Question and Answer
 - Consumer Education
 - Search by Diagnosis
 - Preparation Documents
 - Educational Documents
 - Individual Record (personal information that only the individual has access to)
 - Ability to Search by Locality
 - Medicaid Pre-eligibility
 - Medicaid Application
 - Ability to Leverage/Access other I&R Agencies in an area/region
 - Inclusion of Other Resources such as Housing, CIL, AAA, CSB, Transportation, Employment, etc.
 - On-Line Help
 - Distinguished Language for both Professional Users/Providers and Individuals/Caregivers
 - Public/Private Resources
 - Information that is Specific to Caregivers
 - Parameters for Receiving Services
 - Ability for Permissible “Support System” to Access Personal Information
- We are not seeking to re-create the wheel and want to pull from established resources and networks that already exist. It is important that we include a process that ensures that all information within the portal is up-to-date and accurate.
- We must keep in mind that a vital component of No Wrong Door is seeking to link individuals to resources in their communities...immediately. If we can eliminate any of the “in-between” processes and steps, we are succeeding in creating a more navigable system for the citizens of the Commonwealth.

Communications Plan

- The Systems Transformation Work Group is working together to help create a communications plan concerning various statewide projects, including No Wrong Door. We need to determine what the message is and who it is going to. The draft information will be shared and discussed at the next meeting.

Final Remarks

- It is critical that the information discussed is carried back to the agencies represented within the No Wrong Door Resource Team. Further, communication between State Agencies and Local Agencies must take place. Local Agencies wait for the approval of their State Agency to go forward with new processes and initiatives.

Meeting Schedule

- The No Wrong Door Resource Team will have standing meetings from 11:00-4:00 on the 2nd Wednesday of every month. The meetings will continue to have the same format: subcommittees meeting for the first portion for the day and the Resource Team coming together from 2:00-4:00. The next meeting will take place at the Twin Hickory Library in Glen Allen, Virginia.

October 10th 11:00-4:00

November 14th 11:00-4:00

December 12th 11:00-4:00

January 9th 11:00-4:00

February 13th 11:00-4:00

March 12th 11:00-4:00

Adjourn- 3:50

Directions to Next Meeting: Tuckahoe Library 1901 Starling Drive Richmond, Va 23229

From I-95 South:

Take the I-295/I-64 West, Charlottesville exit. As you approach the end of I-295, DO NOT travel west to Charlottesville, but continue on and take the I-64 East, Richmond exit. Continue East on I-64. Take exit 181 South for Parham Road. From the exit road, turn right onto Parham Road and proceed through the Three Chopt Road intersection. Turn right at the next traffic light onto Starling Drive. The library is on the left.

From I-95 North:

Take the exit for I-64 West. Take exit 181 South for Parham Road. On Parham, proceed through the Three Chopt Road intersection. Turn right at the next traffic light onto Starling Drive. The library is on the left.

From I-64 East or West:

Use the I-64 exit 181 to Parham Road South. On Parham, proceed through the Three Chopt Road intersection. Turn right at the next traffic light onto Starling Drive. The library is on the left.

From Southside:

Take the Chippenham Parkway across the Willey Bridge. Chippenham becomes Parham Road after the bridge. Proceed on Parham across Patterson Avenue (about three miles). Continue on Parham past Regency Square Shopping Center on the left at Parham and Quioccasin. Go the third traffic light which is Starling Drive. Topeka Steakhouse is at the corner of Starling and Parham. Take a left onto Starling Drive. The library is on the left.

